



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2665

Examiner: Steven H.D. Nguyen

In Re: Yuri Shtivelman et al.
Case: P3253C1
Serial No.: 09/903,022
Filed: 07/10/2001
Subject: Apparatus and Methods Enhancing Call Routing to and Within Call Centers

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Response B